

INFORMATION SERVICES POLICY

COMMITTEE REPORT

September 8, 2005

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INFORMATION SERVICES POLICY COMMITTEE

TABLE OF CONTENTS

	PAGE Number
Monthly Report	1
Parking Tickets	A-1

INTER-OFFICE MEMO

TO: Information Services Policy Committee
FROM: Doug Thomas, Information Services Manager, Information Services
DATE: September 8, 2005
SUBJECT: Monthly Report

SYSTEMS DEVELOPMENT PROJECTS

1. InterLinc e-Gov

The InterLinc Action Center software was ready for implementation as promised on 08/29/05. All the department liaisons were successfully trained by 08/26/05. This system was turned over to Lin in the Mayors office for coordination, deployment, and media announcements. Phase II, the internal department and ombudsman system, is targeted for 4th quarter 2005. I.S. will be writing phase II utilizing Oracle9i. Numerous other On-Line service efforts are in the works. I.S. will meet with the water staff on 09/15/05 for the final coding requirements on the new Water eBilling System that will allow the customer to opt in for eBill/ePay, eliminating the need to print and mail water bills. A new side navigation template is being developed for the Election Commissioners homepage that we will be offering to everyone within InterLinc. Various department homepages have been updated or in the process of being reviewed. I.S. continues to research the need for Internet content management software in it's efforts to restructure and technically upgrade InterLinc to be compliant with industry standards and Federal 508 rules. (Accessibility Guidelines) I.S. staff have been or in the process of being trained for InterLinc support back up. Nick Wemhoff will be working full time on the Notes Administration transition beginning in September 2005.

2. Lancaster County General Assistance

I.S. staff have been meeting with the principle players in the SRD effort. The finalized SRD document is complete and will be given to the GA Monitoring Committee in September 2005 for their approval. Next step is to begin the coding phase.

3. County Attorney/Public Defender Case Management System

Project planning activities began in July 05, to determine the scope, technology requirements, and platform selection. Full time effort will begin in September.

4. Parking Tickets

PSO training took place during the week of 08/29/05. Data conversion was successfully completed over the Labor Day weekend. The Parking Ticket System was placed into production on 09/06/05

5. Fire Systems Rewrite

The PRIME system components have been successfully deployed. The design on the final PRIME module, RER, that supports internal employee personnel functions is making good progress. The EMSpro software that was implemented three months ago is still having technical problems. EMSpro has recommended we look at CITRIX as a possible network solution. LFR staff continue to coordinate all the testing, training, and deployment of this software.

OPERATIONAL

The County PeopleSoft AS/400 prime shift utilization in August was 15.03% compared to 13.52% in June. Disk utilization is 34.9%.

The City Finance IDE AS/400 prime shift utilization in August was 8.93% compared to 8.08% in July. Disk utilization is 76.3%.

The CJIS Alpha server prime shift utilization in August was 30% compared to 28% in July.

The IBM Multiprise Enterprise Server prime shift utilization was 54.02% in August compared to 51.08% in July. There were 5,243,704 CICS transactions executed which includes 2,285,781 web transactions. This was the highest monthly total of web transactions we have seen. The new IBM processor and enterprise disk storage unit was put into production on Saturday Morning, July 30th. With the new hardware, our CICS response time has decreased by over 30%, and our I/O response time is exactly 1/4 of what it was on our previous disk units.

PARKING TICKETS

Project Manager: Mark Wieting, Terry Lowe
Analyst: Chris Plock

September 8, 2005

Project Description:

This system is a rewrite of the Cardinal system currently being used by the Violations Bureau to track parking tickets. It has been decided to make this a browser based application with the data being housed on the Alpha machine using ADMINS as the language to post the data updates. In addition to the coding needed to push data to and from the browser, there will be a field component where the LPD Public Service Officers will enter basic vehicle/plate information into a remote device, produce the paper citation, and transfer the data to the host application.

Current Events:

08/05 * The pocket PC's arrived this month and were gened and loaded with the necessary software and 12 PSO's were trained in their use. Dorothy will be onsite September 4 at 12:00 noon to begin the conversion effort which we expect to last 10 - 12 hours.

Future Events:

09/05 * Implementation is slated for September 4 and 5, 2005..

History:

09/03 * The core project team met to discuss the basic premise of the system, and to discuss options and methods currently in use for browser based systems.

10/03 * No work was performed on the Alpha towards this project. However, Terry and Chris have spent some time researching hardware devices which could be used in the field by the PSO's who will be issuing the tickets.

11/03 * Tim, Mark, and Chris met to discuss some of the methods used in the mainframe web shell programs to begin a process of creating them on the Alpha.

12/03 * We were able to display the menu page using data from the Alpha similar to the process of the mainframe web shells. We will continue to meet with Chris to refine this process and move to the next step.

- 01/04** * We had demos of the field hardware/software performed by Chris and Terry. Dorothy wrote the XML return module on CJIS for returning the motor vehicle data to the field.
- 02/04** * We conducted interviews with Violations Bureau staff to get an idea of what the new system should involve. We began creating a sample screen to test the process of creating and displaying HTML from the CJIS machine.
- 03/04** * Conversion of the data from the Cardinal System was begun. This will be a long process to convert into our ADMINS design. We also began writing two more panels and have begun work to develop standards, comm area, and screen flow.
- 04/04** * The conversion of data from Cardinal continued. A first cut panel displaying the ticket information was completed and the shell command file for flat screen was started.
- 05/04** * Work was started on creating the shell for the flat screen by designing the ticket display, entry, update, and delete panel. The display and update portions have been completed and the rest should be done next month. The conversion process has been completed and made ready for the final implementation.
- 06/04** * The shell command file, report, and screen were completed for flat panel. There will be a little fine tuning done as the next panel is created using the shells.
- 07/04** * We have completed coding the ticket display/update/delete/add, the owner display/update/delete, ticket list by plate, ticket list by name, ticket list by vin, and have quite a few panels done for the payment process.
- 08/04** * The ticket and owner notes process was developed and finalized. The receipting screens have been coded as well as the Scoflaw lookup by plate and vin. Work has begun on designing the financial and accounting portion. The receipt adjustment screens have been started. A meeting was held with the LPD Public Service Officers to show them the different devices available for the field. The RECON device was chosen so work can begin on the ticket writing process.
- 09/04** * The design of the towing module was started, but was tabled while we tried to synch the ticket insert process between the office and the field units. The receipt adjustment and voiding process was also completed.
- 10/04** * Coding of the tow process was completed. The office screens were turned over to the Violations Bureau for testing and they have been exercising the system. What changes have come as a result of this testing have been completed.
- 11/04** * Continue customer testing of the system. Begin programming the field devices and the interface between the device and the database. Also, we will begin attacking the batch reports and the method to submit them from a browser.
- 12/04** * Customer testing of the system continued. Programming of the batch reports is near complete but still need to go through a system test. A method to submit the reports from the browser was developed.

- 01/05** * We have completed programming on two of the communication processes between the field unit and the data base.
- Vehicle information by plate and vin
Scofflaw check by plate and vin
- 02/05** * We have started to review all reports created for the new system. The goal is to go through all of them and weed out any which are not needed. Also, we will begin adding them to the report menu in anticipation of the system test. We also completed programming for the following communication processes between the field unit and the data base.
- Ticket insert and update
Scofflaw ticket list
- 03/05** * All real time and batch processes between the field units and the database have been completed. Also work has begun on the web pay portion of the system.
- 04/05** * We began conversion of the online ticket payment over to the CJIS system. The first two ticket selection panels have been coded and tested to the point where control is passed to the payment page. We met with staff from Violations Bureau to review the system so far and to demonstrate the hand held units and printers. IS feels we should try to use the 2 inch tape for printing tickets, we will investigate this further with respect to hardware. IS and VB staff have also reviewed all remaining reports for criteria and necessity.
- 05/05** * The online payment process was successfully coded and tested against the CJIS database. The upload of the validation tables and the scofflaw file was also completed. It was decided that a 2 inch paper would be used for the parking tickets.
- 06/05** * The network connections were installed and tested. The handheld units and ticket printers to be used in the field by PSOs were ordered. Violations Bureau ordered notice postcards and ticket paper began an acceptance test in preparation for a July implementation.
- 07/05** * The Pocket PCs and ticket printers were ordered but have not arrived. There is a holdup with the paper supplier for the tickets as they are having trouble finding a spool for the paper roll which will fit in the printer.